

Whistleblowing Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to provide a safe and confidential process for staff, learners, contractors, and stakeholders to raise concerns about wrongdoing, malpractice, or risks to safety within 4 TEFL. Whistleblowing helps to ensure transparency, accountability, and compliance with Ofqual and Focus Awards requirements.

2. Scope

This policy applies to:

- All staff, assessors, IQAs, contractors, and volunteers working with 4 TEFL.
- All learners enrolled on 4 TEFL programmes.
- Any concerns relating to malpractice, safeguarding, health and safety, fraud, data breaches, or unethical behaviour.

3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** acts as the designated Whistleblowing Officer, responsible for receiving and investigating concerns.
- **Staff and contractors:** must raise concerns in good faith and cooperate with investigations.
- **Learners:** may raise concerns without fear of disadvantage or retaliation.
- **Management:** ensures a culture of openness and protects whistleblowers from victimisation.

4. Principles of Whistleblowing

- Concerns can be raised confidentially through the CRM system or directly to info@4tefl.com
- Whistleblowers will not face retaliation or disadvantage for reporting in good faith.
- All concerns will be taken seriously and investigated promptly.
- Where appropriate, issues will be escalated to Focus Awards or regulatory authorities.
- Anonymous disclosures will be considered, though they may limit the ability to investigate.

5. Procedure

1. **Raising a concern** – Concerns should be raised via CRM or email. Whistleblowers should provide as much detail as possible, including evidence where available.
2. **Acknowledgement** – The concern will be acknowledged within 5 working days.
3. **Investigation** – The QA will investigate the concern, reviewing relevant evidence (CRM logs, Zoom recordings, assessment records).
4. **Outcome** – A written summary of findings will be provided to the whistleblower (where identity is known).

5. **Escalation** – Serious concerns may be referred to Focus Awards or external authorities.

6. Confidentiality and Data Protection

- Whistleblowing records are stored securely in the CRM system.
- Information is treated confidentially and only shared with those directly involved in the investigation.
- Handling of whistleblowing data complies with the [Data Protection and GDPR Policy](#)

7. Monitoring and Review

- Whistleblowing cases are logged and reviewed to identify systemic issues.
- Findings contribute to the centre's Quality Improvement process.
- This policy is reviewed annually by the Quality Assurance or sooner if regulations change.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

